



# VOLUNTEER AND INTERN NEWSLETTER



*News You Can Use!*

County of Los Angeles Department of Consumer Affairs

April 1, 2007



"Inspire by Example" is this year's theme during National Volunteer Week, April 15<sup>th</sup> to 21<sup>st</sup>. To celebrate this great event, the County of Los Angeles is sponsoring its annual Volunteer of the Year ceremony on Monday, April 30, 2007 at the Music Center of Los Angeles. This year the following DCA volunteers will be honored:

Herb and Sally Hammill volunteer every Monday afternoon. Together, they have volunteered over 26 years and contributed over 4,600 hours to DCA. Both Herb and Sally retired in 1999 from the Los Angeles Unified School District as teachers. In addition to volunteering with our Department, Herb and Sally also take art classes and Tai Chi at Santa Monica City College.

***"We volunteer because want to give back to our community. In return we get satisfaction from helping others." – Herb & Sally Hammill***



Adriana Gallegos is currently a Senior at University of La Verne and volunteered with DCA last summer. She contributed more than 60 hours in our Consumer Services Division as a Consumer Counselor.

***"Volunteering at the County of Los Angeles Department of Consumer Affairs as a consumer counselor has given me a unique sense of satisfaction. This satisfaction is not in monetary value, but rather a sense of energy that fills me when I help someone." – Adriana Gallegos***

On behalf of the Department of Consumer Affairs, I would like to thank each of you for your dedication and commitment in providing an important public service to our community. You reflect the theme "Inspire By Example" by the people you help, our staff, as well as those you have motivated to volunteer! You are role models who exemplify our Department's values: a positive and responsive attitude, professionalism, integrity and teamwork.

Thanks again for your great work and dedication!

***– Espie Hernandez  
Volunteer/Internship Coordinator***

## DCA COMES TO THE RESCUE!

Join DCA in protecting our environment by recycling household batteries (AAA, AA, C, D and 9 volt) and paper waste (magazines, catalogs, brochures, white/colored paper, etc.). Recycling allows us to:

- Make the most of our natural resources without depleting reserves
- Avoid contamination in our landfills

Please recycle paper products when you are here at DCA. Put them in the blue plastic bins located throughout the department. You can also bring in your old household batteries and deposit them in the battery recycling collection box. It is located at the front desk in the Administrative Services Division.

**Together we can make a difference not only for us today,  
but also for future generations!**



### CONGRATS TO...



**TONI SCOTT, MARITZA GUTIERREZ & JOE JOHNSON**



*"I have accepted a promotional opportunity with Public Library. I wanted to thank each and every one of you for all the warm wishes of success and the wonderful experiences that only the DCA family can provide. You are all truly a great group of individuals and I will miss you."* – **Toni Scott**



*"I am looking forward to the creation of our new Identity Theft unit. This unit will be working closely with the La County Sheriff Identity Theft Task Force. Other members include the LA County District Attorney, FBI, Secret Service, Postal inspector, DMV, Social Security as well as a number of local police departments."* – **Joe Johnson**

*"For those of you do not already know me, I would like to introduce myself. I began my employment with DCA some time ago and was recently assigned as Supervising Investigator in the Real Estate Fraud Division. I look forward to work with all of you. Please feel free to come and see me if you have any real estate questions."* – **Maritza Gutierrez**



## NEWS ALERT



Azteca Airlines was grounded by the Mexican government on Tuesday, March 27, 2007 because their planes were found to be unsafe. It is unknown when Azteca Airlines will be allowed to fly again.

Azteca Airlines flew in Mexico only. However, we might get calls from Los Angeles County residents who bought tickets to fly in Mexico. We recommend the following for affected consumers:

- ✚ Dispute the charge with their credit card company if they paid with a credit card. Consumers have up to 60 days to dispute the charge from the date they receive the statement showing the charge.
- ✚ File a complaint with DCA so we can try to help them resolve their dispute.

Please call me if you have further questions.

– Maggie Becerra



## Descanso Garden's Easter Egg Hunt

The Easter Bunny would like to invite you to its Easter Egg Hunt at Descanso Gardens.

**Where:** Descanso Gardens  
1418 Descanso Drive  
Main Lawn  
La Canada Flintridge, CA 91011

**When:** Saturday, April 7<sup>th</sup>  
9:30 a.m. – 2 p.m.  
(There will be an egg hunt every 45 minutes until 2 p.m.)



## CUSTOMER SERVICE TIP

When counseling consumers:

- ❖ Allow the consumer to speak without interruptions
- ❖ Ask questions to help you control the conversation and determine the issue(s)
- ❖ Summarize the issue(s) back to the consumer to ensure you understood what was said

The above steps will:

- ❖ Help build the consumer's confidence in you
- ❖ Show you care and want to help the consumer with their concern
- ❖ Can help the consumer clarify their true concerns/issues



**Dear Espie,**

I have been an apartment manager for one year. I was fired today. I have an apartment as part of my job benefits. Am I entitled to a 60-day eviction notice?

*Homeless Manager*

**Dear Homeless Manager,**

When your apartment manager job ends so do all the benefits that came with it, including your apartment. This means that the landlord doesn't have to give you any further notice to ask you to leave.

I recommend that you ask your landlord to let you stay in the apartment until you find a new place. If the landlord agrees to let you stay, you may have to pay regular rent. If the landlord doesn't let you stay, you should move out or the landlord can call the police to remove you for trespassing.

*Espie*



**To our VIP Volunteers  
celebrating birthdays  
in March and April!**

**Carlos Arellanes**

**Marcia Cribbs**

**Kerm Hartley**

**Claire Hirsch**

**Janice Salter**

### **AMERICAN RED CROSS BLOOD DRIVE**

There will be a blood drive for the American Red Cross here at the Kenneth Hahn Hall of Administration on:

**Friday, April 6<sup>th</sup>**

Mall Area (By Starbucks) 7 a.m. – 1 p.m.  
Room 739 (7<sup>th</sup> Floor) 9 a.m. – 3 p.m.

No appointment is necessary.

### ***News You Can Use!***

is published quarterly.

If you'd like to submit an article or make an announcement in the **August 2007** newsletter, please do it no later than July 16<sup>th</sup>.  
Thanks.

### **TAMALE SALE**

Hmmm...tamales anyone? DCA's next tamale sale is scheduled on **Monday, April 16<sup>th</sup>**. We'll have delicious chicken, pork and cheese tamales for \$1.75 each. Please let Espie know if you'd like to place a pre-order.

News You Can Use is a publication of the County of Los Angeles Department of Consumer Affairs. For more information contact:

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